

## JOB DESCRIPTION

**JOB TITLE:** Therapeutic Team Manager – Hillcrest Acorn Cottage/Ashley

NB: Although working primarily at one home, circumstances may arise when you will be required to work at other homes in the area

**RESPONSIBLE TO:** Registered Home Manager

**SUPERVISES:** Senior and Residential Care Workers

**JOB SUMMARY:** To support and deputise for the Registered Home Manager in all aspects of managing a Child-centred therapeutic community service.

Support and maintain a non-institutionalised home in which the young people are enabled to grow in all areas of their lives, to work towards emotional stability and to develop to their full potential.

Employees are asked and expected to make a commitment to the young people of a minimum of two years continuous employment.

**PATTERN OF WORK:** Working on a rolling shift/rota, based on 2 days on shift followed by 3 days off shift, with sleep ins as dictated by the rota. The weekly hours of work vary and the average weekly hours of work are 42.11 over a 52 week period.

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## 1 DUTIES AND RESPONSIBILITIES

1. Working under the direction of the Registered Home Manager to actively contribute to the provision of quality care, within which the health, welfare, education and development of young people is promoted. To work in collaboration with the team to ensure that the home meets all regulatory and statutory requirements.
2. To embrace the homes 'Therapeutic ethos in line with Community of Communities standards and guidelines and the Home's Statement of Purpose.
3. To actively contribute to the delivery of a nurturing, homely, safe, accepting and caring therapeutic environment in which children and young people can learn social and interpersonal skills, develop a positive sense of self and build their self-esteem and confidence.

4. In collaboration with the Registered Home Manager work proactively with and direct the team within the daily routine and agreed structures of the house, to include for example day to day parenting responsibilities, undertaking daily household responsibilities such as domestic tasks (cleaning, washing, ironing etc.),cooking, shopping, taking young people to appointments/meetings, planning the day and participation in activities (including physical activities such as sport) with the young people. Support in the school environment, in lessons with the young people and with homework etc.
5. Working in collaboration with the Registered Home Manager, to ensure that all staff engage and build positive working relationship with the young people individually and as a group and have an understanding of group dynamics.
6. Work professionally and in partnership with parents, social workers, agencies and other professionals linked to the young person's Care plan to effectively fulfil the responsibility of parenting the young people. Support and facilitate contact with family members where appropriate. Ensure reports for 'Looked After' reviews are written accurately and appropriately, guiding staff where needed and within the prescribed timescale.
7. To work effectively as a member of the team and in the role of Therapeutic Team Manager to guide the staff in using effective care practice, de-escalating and diversionary strategies and recognised techniques to manage young people who exhibit challenging, threatening and confrontational behaviour. Consistently act in accordance with the company's Behaviour Management policy and ensure appropriate recording takes place.
8. Follow all relevant aspects of legislation and regulation within which the general policies and procedures of the Company are designed. Support and guide staff in their understanding of how such issues are interpreted and followed in practice.
9. To take day to day responsibility for the running of the shift and giving appropriate support and direction to the staff team. Ensure adequate Staff cover at all times taking into account the planning of activities and tasks within the financial constraints of the staffing budget.
10. To participate in the design, implementation and monitoring of Care/Education plans for the young people, attending such meetings as and when required.
11. Working a non-discriminatory manner supporting the differing cultural, racial and religious needs of young people. Work constructively with colleagues and young people to enhance the positive value of working with difference, challenge attitudes and practice, which are inappropriate or unacceptable within the ethos of the house.
12. To ensure the staff team fully abide by and follow the company's Health and Safety policies and procedures to ensure safe and effective working practices for the staff, young people and people visiting the house.

13. In conjunction with the Registered Home Manager work with the team to develop a positive public profile of the service ensuring good communication, relationships and that staff represent the service in a professional way. To ensure that the home exemplifies the highest quality of care to young people by actively promoting continual improvements.
14. Support the Registered Home Manager in reviewing the in-house recording system (Clear Care) and ensuring all staff are recording information in line with the Company's processes and procedures.
15. To follow and act in accordance with all relevant aspects of legislation, regulation and the Company's Policies and Procedures. Ensure own understanding and advise the team as appropriate of how such issues are interpreted and followed in practice, keeping up to date with changes.
16. To carry out any other tasks or duties deemed appropriate as directed by the Registered Home Manager.

## 2 SUPERVISORY RESPONSIBILITIES

1. To lead the shift in the absence of the Registered Home Manager and direct the staff team. Ensure effective communication takes place and the sharing of key information to support handovers from/to education and care staff and at the beginning and end of the shifts. Ensuring all recording is completed to the required standards.
2. Ensure staff are allocated as key workers to individual young people. Guide staff in the key working responsibilities and ensure appropriate recording takes place. Regularly monitor and review to ensure all work is in line with the Care plan.
3. To take a lead in ensuring effective handovers and communications between home and school and at the beginning and end of the shift.
4. To provide formal supervision to individual members of staff as directed by the Registered Home Manager, in line with Company Policy and DFE Quality standards and conduct appraisals in line with the Company appraisals process.
5. To support the Registered Home Manager with referrals to the service in the assessment of the suitability of the young person and in the placement process.
6. To deputise for the Registered Home Manager in their absence, to ensure the safe and professional management of the service. To include attending reviews, planning meetings, team meetings and other related meetings or processes.

7. In conjunction with the Home Manager participate as and when necessary in the recruitment and selection process and induction of new staff.
8. To actively contribute in managing the service to achieve and maintain an outstanding Ofsted rating and in the continual development of the service.
9. To support and advise staff to enable them to work effectively and integrate theory into practice, mentor new staff as part of their ongoing induction and development.
10. To be responsible for ensuring that staff in the unit/home are supported and assessed through the QCF/NVQ programme within the appropriate timescales.
11. To serve as a positive role model to all staff in demonstrating good and consistent child care practice.

### **3 WORKING WITH YOUNG PEOPLE IN A CHILD-CENTRED, THERAPEUTIC APPROACH**

1. To support the Registered Home Manager in monitoring and reviewing the progress of each young person in connection with the Care plan.
2. To play an active role in the lives of all young people and to fulfil their emotional needs: to feel seen, heard, safe, respected, valued, supported, empathised with and cared for.
3. To be aware of the need to maintain a protective environment for the young people who have suffered abuse from adults and to develop ways in which they are able to trust adults.
4. To be able to acknowledge the abuse the young people have suffered and to be able to see the young person beyond their presenting behaviour.
5. To promote young people's rights, individuality and choice.
6. To build positive and appropriate working relationships with the young people, ensuring adherence to boundaries and consistency of care practice.
7. To organise, participate and facilitate, young people's Community meetings.

### **4 PERSONAL AND PROFESSIONAL DEVELOPMENT**

1. To attend all in-house and external training days/sessions; group clinical supervision and team meetings in order to develop a theoretical underpinning of residential-based therapeutic work. Attendance is required whether on or off shift.

2. Complete all mandatory training requirements and refresher training to ensure knowledge and skills are updated and refreshed.
3. To arrange and attend regular individual supervision with the Registered Home Manager and to take responsibility for raising and addressing any relevant issues.
4. Take responsibility for own behaviour and practice and continue self-development through reading, research etc. Provide peer support and guidance to other members of staff.
5. Undertake appropriate training, including Childrens Services Induction workbook and refresher training in specified areas as identified by the Home Manager. A commitment to ongoing training and development, attending training on 'off shift' as and when the need requires.

**PERSON SPECIFICATION**  
**Therapeutic Team Manager**

| <b>Education/Qualifications</b>   | Essential | Desirable | Method of Assessment              |
|---|-----------|-----------|-----------------------------------|
| <p>Level 3 Diploma in Residential Childcare or equivalent</p> <p>From April 2016, it is a requirement to hold a Level 3 Diploma in Residential Childcare within 2 years of your start date. It will therefore be essential criteria for the job. If you do not hold this qualification, the company will sponsor you to achieve this qualification.</p> | ✓         |           | Application Form<br>Certificates  |
| Recognised Social Work qualification  |           | ✓         | Application Form<br>Certificates  |
| <b>Knowledge &amp; Experience</b>   |           |           |                                   |
| A sound knowledge of child care and child development, developed through working directly with children and young people  | ✓         |           | Application Form<br>Interview     |
| Experience of working with young people in a residential care setting   | ✓         |           | Application Form<br>Interview     |
| A good working knowledge and understanding of current child care legislation  | ✓         |           | Application Form<br>Interview     |
| A good working knowledge of group dynamics  | ✓         |           | Application Form<br>Interview     |
| Experience in the management and supervision of staff   | ✓         |           | Application Form<br>Interview     |
| Experience of managing petty cash systems and rota creation.  |           | ✓         | Application Form<br>Interview     |
| <b>Skills &amp; Abilities</b>   |           |           |                                   |
| Excellent communication skills (written and verbal) and able to form and sustain positive working relationships   | ✓         |           | Application Form<br>Whole Process |
| IT literate – ability to use Microsoft office packages.   | ✓         |           | Application Form<br>Interview     |
| Ability to manage personal and professional boundaries and guide staff in providing consistent practice and care  | ✓         |           | Application Form<br>Interview     |

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| Able to work in collaboration with the Home Manager in the management and deployment of the staff team                           | ✓ |   | Application Form<br>Interview |
| Able to take responsibility for the operation of the home in the absence of the Home Manager                                     | ✓ |   | Application Form<br>Interview |
| Ability to understand the differing dynamics and distinguish between the differing needs of the individual and the group         |   | ✓ | Application Form<br>Interview |
| Ability to engage in a range of activities to develop and sustain appropriate relationships with young people                    | ✓ |   | Application Form<br>Interview |
| Able to organise and prioritise own work and the priorities of the team  | ✓ |   | Application Form<br>Interview |
| Ability to direct, lead and motivate individuals and the team  | ✓ |   | Interview                     |
| Ability to recognise and deal with conflict and challenging situations   | ✓ |   | Interview                     |
| Able to use initiative and work autonomously within the boundaries of the role   | ✓ |   | Interview                     |
| Ability to cope with the pressures of a residential care setting   | ✓ |   | Interview                     |
| Able to provide formal supervision and manage staff performance  | ✓ |   | Interview                     |
| Ability to constructively engage with and positively influence others  | ✓ |   | Interview                     |
| Hold a current full UK manual driving licence and prepared to drive as part of the work  | ✓ |   | Application Form              |
| Committed to anti-discriminatory practice and anti-oppressive approach and able to translate this attitude into practice         | ✓ |   | Interview                     |
| Commitment to personally undertake further training and development and a commitment to the training and development of the team | ✓ |   | Interview                     |
| Able to meet the requirement of working on a shift/rota basis  | ✓ |   | Interview                     |
| <b>Management competencies</b>   |   |   | <b>Method of Assessment</b>   |
| Communication<br>Actively listens, articulates, encourages openness, clearly sets expectations and ensures the                   | ✓ |   | Selection Process             |

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| message is understood. Adapts to the audience in style and method both verbal and non-verbal  |   |  |                   |
| <b>Leadership</b><br>A positive role model who leads from the front, drives the achievement of business objectives through planning, implementing, reviewing, and engaging the team   | ✓ |  | Selection Process |
| <b>Confidence</b><br>Through self-belief projects a clear and assertive vision which inspires others to find the confidence within  | ✓ |  | Selection Process |
| <b>Delegation</b><br>Ensures individuals have the skills and mind-set to accomplish tasks. Listens to ideas and agrees expectations and parameters. Monitors and evaluates outcomes offering constructive feedback for continuous improvement       | ✓ |  | Selection Process |
| <b>Professional</b><br>Represents themselves and the organisation with integrity and credibility and delivers to the highest standard. Protects the boundaries of confidentiality   | ✓ |  | Selection Process |
| <b>Knowledgeable</b><br>Expertise of the role with comprehensive understanding of best practice, current policies, procedures, regulation and legislation. Demonstrates commitment to continual development to enhance performance of self and team | ✓ |  | Selection Process |
| <b>Organised</b><br>Demonstrates effective skills to prioritise, plan, monitor and evaluate to ensure the continual development of the provision  | ✓ |  | Selection Process |
| <b>Managing Performance</b><br>Dedicates time to identify development opportunities, addresses issues, sets SMART objectives with clear expectations. Offers regular constructive feedback to enhance performance                                   | ✓ |  | Selection Process |
| <b>Managing People</b><br>Demonstrates commitment to promoting and supporting the   | ✓ |  | Selection Process |



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| <p>health, safety and wellbeing of individuals through a supportive workplace culture. Manages fairly and supportively, empowering individuals to act with more autonomy and encourages decision making relating to their work</p> |  |  |  |
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**This position involves occasionally travelling to various locations to take young people to appointments, training etc. It is therefore expected that you can fulfil this requirement.**